

February 17, 2026

PROVIDER ALERT: Update to Prepay Payment Integrity Process
MedStar Family Choice Maryland

EFFECTIVE: March 2026

We heard your feedback, and as part of our ongoing commitment to improving the provider experience, we are implementing updates to the prepay Payment Integrity process. These enhancements apply to claims identified by Alaffia Health for an Itemized Bill Review (IBR).

What Is Changing

When a claim is selected for IBR, individual claim lines may be adjudicated independently. This means that some services may be approved for payment while others may remain under review, depending on the factors that triggered the claim selection.

For example, services such as room and board are payable, subject to required authorization and applicable plan provisions, while other services on the same claim may require further documentation. In these situations, we may issue partial payment for services determined allowable at that stage.

Partial Payment Is Not a Final Determination

Issuing partial payment does not represent a final claim decision.

The entire claim remains under review, and adjudication outcomes may change upon receipt and evaluation of requested documentation.

- Services initially denied may later be approved if documentation supports payment.
- Services initially allowed may be denied if documentation does not substantiate coverage or payment criteria.

Scope of This Policy

This enhancement only applies to claims identified by Alaffia Health for Itemized Bill Review. All reviews and adjudication decisions will be administered in accordance with our established payment guidelines and documentation requirements.

We Appreciate Your Partnership

These updates are intended to enhance transparency, improve processing efficiency, and reduce administrative burden. We value your continued collaboration and the care you provide to our members.

For questions concerning this Provider Alert, please contact the MedStar Family Choice MD Provider Customer Service Department, Monday through Friday, 8 a.m. to 5:00 p.m.

Phone: **800-261-3371** or

Email: mfc-providerrelations2@medstar.net